

Department of Information Services

CUSTOMER ADVISORY BOARD

November 27, 2000

Meeting Minutes

Attending:

Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Jim Albert, Office of the Attorney General
Brian Backus, Office of the Administrator for the Courts
Steve Bilhimer, Department of Revenue
Al Bloomberg, Department of Natural Resources
Jim Culp, Department of Transportation
Jim Eby, Department of Fish & Wildlife
Phil Grigg, Department of General Administration
Dennis Jones, Office of Financial Management
Marla Kentfield, Office of State Treasurer
David Lybarger, Department of Agriculture
Bryan Mahar, Community Trade & Economic Development
Shannon Marshall, Department of Retirement Systems
Craig Monaghan, Department of Services for the Blind
Bob Monn, Department of Ecology
Tom Neitzel, Health Care Authority
Clark Palmer, Washington State Patrol
Dan Parsons, Washington State Patrol
Don Price, Department of Corrections
Rex Richardson, Department of Agriculture
Gary Schricker, Department of Health
Jeanette Sevedge-App, Department of Social Health Services
Ron Seymour, Department of Financial Institutions

DIS Staff:

Paul Taylor, Deputy Director
Mike Curtright, Computer Services Division
Lourdes Collins, Management & Oversight of Strategic Technologies
Mary Lou Griffith, Management & Oversight of Strategic Technologies
Dennis Hausman, Justice Information Network
Dave Kirk, Digital Academy
David Koch, Management & Oversight of Strategic Technologies
Tom Parma, Management & Oversight of Strategic Technologies
Paul Piper, Digital Academy

Welcome and Introductions

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Paul Taylor introduced visitors from the State of Georgia: Larry Singer, CIO, Tim Burgess, CTO, and Jim Flowers, Deputy Director.

Subcommittee Reports

Phil Grigg provided a handout to the group of the Infrastructure Subcommittee meeting held on November 8, 2000, which provided the information covered in the meeting. Information covered in the meeting included the Windows 2000 server pilot, the DIS **á la Carte** facilities offering and a status report on the E-forms project.

Digital Government Applications Academy

Paul Piper provided a review of the E-permits tutorial online. He also provided a tour of the Department of Ecology site as well as provided a brief review of the five applications that Ecology has built using the application templates.

Paul also provided information on the Applications Template and Outfitting Model (ATOM) and the 'soft launch' online. He reviewed the steps, tasks, and resources used to define a project and emphasized how it will help our customers to build their e-government.

Dave Kirk gave an E-forms update and announced that the Shana Corporation was awarded the E-forms contract, for which they are currently negotiating. Several agencies were among the panel evaluating the competing vendors.

December 13, is the next Academy Applications start-up date. Marla Kentfield asked whether the Academy was currently using ATOM to build their applications. Dave confirmed that it was being used.

Two new employees were recently welcomed to the Academy staff: Glen Tapanila and John Specht.

State IT/Internet Security Standards

Paul Taylor thanked the CAB members that worked through the process of updating the IT Security Standards and he also provided a copy of the Standards to the group.

Servers á la Carte

Darrell Riffe provided a handout to the group, which included information on pricing and a description of the services provided for the á la Carte server hosting services for the customer-supported/customer-owned servers. The servers are located in the OB2 building and could expand outside the Olympia area, depending on the level of interest and what the requirements might be. Jim Albert asked if backup is included in the outside storage. Darrell Riffe responded that it is. Anyone needing more information is encouraged to contact either Darrell Riffe or Tuck Wilson.

Human Resource Information Systems Options Study

Dennis Jones and Doug Tanabe provided information on the Human Resource Information Systems Options Study. The new system will improve operations with the budget process, accounting, payroll, procurement and more. The goal is to make the transition from mainframes to the new system and to modify the existing systems. A decision package for this project has been submitted to OFM.

EO-02 Compliance Monitoring

Thomas Bynum offered the question to the group “How do we ensure that we are in compliance or how do we know if we should be in compliance?” Paul Taylor stated that most of the agencies have already submitted their privacy and piracy policies. The question was asked of Paul “Will you respond back to the agencies that have submitted to comment on whether they are acceptable?” Paul said that it has already been done and if an agency hasn’t heard back then it means everything is all right.

Thomas asked if we should treat other policies as we currently are the IT Security Policy. A workgroup is appointed to discuss and report back to the group on how IT directors (not the CAB) stay in compliance. The workgroup for continuing piracy compliance consists of:

- Dennis Jones, OFM
- Tom Neitzel, HCA
- Al Bloomberg, DNR (to chair the group)
- Jim Albert, AG
- Dave Koch, DIS

State IT Strategic Plan

Paul Taylor encouraged everyone to provide input into the new plan.

Announcements

The CAB offered congratulations to Steve Kolodney for his well-deserved award for *Governing Magazine’s* Public Officials of the Year.

There will not be a CAB meeting in December. The next meeting will be January 22, 2001.